

# Joey Chiao-Yin Hsiao, PhD

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Ann Arbor, MI 48109, USA • Last Update: October, 2021

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## RESEARCH INTEREST

I am a User Experience & Human-Computer Interaction researcher specialized in mixed-methods and longitudinal field studies. I am passionate about understanding how technologies influence user trust and community development. My PhD research focused on transnational newcomers' use of local e-commerce platforms, and contributed design recommendations that can largely improve this population's trust and commitment to their local communities and also the platforms.

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## EDUCATION

University of Michigan	Ann Arbor, MI, USA
<b>Ph.D in Information</b>	09/2015 – 08/2021
Advisor: Dr. Tawanna R. Dillahun	
National Taiwan University	Taipei, Taiwan
<b>M.S. in Computer Science</b>	09/2010 – 06/2013
Advisor: Dr. Jane Yung-Jen Hsu	
Carnegie Mellon University (Silicon Valley Campus)	Moffett Field, CA, USA
<b>Visiting Student</b>	07/2012 – 09/2012
Advisor: Dr. Ted Selker	
National Taiwan University	Taipei, Taiwan
<b>B.S. in Computer Science</b>	09/2006 – 06/2010

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## PROFESSIONAL EXPERIENCES

UX Research & Consumer Insights Team, Yahoo	Sunnyvale, CA, USA
<b>UX Researcher</b>	Starting 11/2021
Lead the UX research of Yahoo's new e-commerce service.	
<b>Academic Research Collaborator (Remote)</b>	09/2020 - 01/2021
Extended the internship research project by finishing up the project and contributing the results as an academic research article (research manager: Frank Bentley)	
<b>UX Research Intern (Remote)</b>	06/2020 - 08/2020
Led a project on exploring email-inspired information needs by conducting a series of studies, which included a two-week diary study, semi-structured interviews, and multiple online surveys (research manager: Frank Bentley)	
Social Innovations Group, School of Information, Univ. of Michigan	Ann Arbor, MI, USA
<b>Graduate Student Research Assistant</b>	09/2015 – 08/2021
Lead research projects of the Social Innovations Group (SIG), which are focused on designing technologies to help low-resourced populations seek employment and education (Advisor: Dr. Tawanna R. Dillahun)	
UX Team, Intel-NTU IoX Center	Taipei, Taiwan
<b>Research Assistant</b>	07/2014 – 07/2015
Carried out research on user experience and natural user interface under smart environment as the only M.S. member in the team (Advisor: Dr. Bing-Yu Chen)	
<b>Workshop Organizer</b>	03/2015 – 05/2015
Organized the collaborative workshop on design thinking of Stanford d.school and National Taiwan University IoX Center	
Collaborative & Social Computing Lab, Dept. CS, Natl. Tsing-Hua Univ.	Hsinchu, Taiwan
<b>Visiting Research Assistant</b>	07/2014 – 07/2015
Led a project on friendsourcing, aiming to understand how social capital works when a SNS user requests resources on her/his own social network (Advisor: Dr. Hao-Chuan Wang)	
Intelligent Agents Lab, Dept. CSIE, Natl. Taiwan Univ.	Taipei, Taiwan
<b>System Administrator</b>	03/2011 – 07/2013
Managed devices and web services for 30+ lab members	

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## PUBLICATIONS

### Peer-Reviewed Journal Articles

- [J2] Hsiao, J. C.-Y. and Bentley, F. (2021). Exploring Email-Prompted Information Needs. *Proceedings of the ACM on Human-Computer Interaction*, Vol. 5, CSCW 2, Article 474 (Honorable Mention).
- [J1] Hsiao, J. C.-Y. and Dillahunt, T. R. (2018). Technology to Support Immigrant Access to Social Capital and Adaptation to a New Country. *Proceedings of the ACM on Human-Computer Interaction*, Vol. 2, CSCW, Article 70 (acceptance rate: 25.6%).

### Peer-Reviewed Conference Proceeding Papers

- [C8] Cherubini, M., Lu, A. J., Hsiao, J. C.-Y., Zhao, M., Aggarwal, A., and Dillahunt, T. R. (2021). Elucidating Skills for Job Seekers: Insights and Critical Concerns from a Field Deployment in Switzerland. In *Proc. of the 2021 ACM Designing Interactive Systems conference (DIS '21)*.
- [C7] Dillahunt, T. R., Israni A., Lu, A. J., Cai, M., and Hsiao, J. C.-Y. (2021). Examining the Use of Online Platforms for Employment: A Survey of US Job Seekers. In *Proc. of the 2021 CHI Conference on Human Factors in Computing Systems (CHI '21)* (acceptance rate: 26.3%).
- [C6] Dillahunt, T. R. and Hsiao, J. C.-Y. (2021). SkillsIdentifier: A Tool to Promote Career Identity and Self-efficacy Among Underrepresented Job Seekers. In *Proc. of The Annual Hawaii International Conference on System Sciences (HICSS '21)* (Presenter).
- [C5] Dillahunt, T. R. and Hsiao, J. C.-Y. (2020). Positive Feedback and Self-reflection: Features to Support Self-efficacy among Underrepresented Job Seekers. To appear in *Proc. of The ACM CHI Conference on Human Factors in Computing Systems 2020 (CHI '20)* (acceptance rate: 24.3%; Presenter).
- [C4] Hsiao, J. C.-Y., Moser, C., Schoenebeck, S., and Dillahunt, T. R. (2018). The Role of Demographics, Trust, Computer Self-efficacy, and Ease of Use in the Sharing Economy. In *Proc. of the 1st ACM SIGCAS Conference on Computing and Sustainable Societies (COMPASS '18)*, Article 37 (Presenter).
- [C3] Hsiao, J. C.-Y., and Dillahunt, T. R. (2017). People-Nearby Applications: How Newcomers Move Their Relationships Offline and Develop Social and Cultural Capital. In *Proc. of the 2017 ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW '17)*, 26-40 (acceptance rate: 33%; Presenter).
- [C2] Rajan, R., Hsiao, J. C.-Y., Lahoti, D., and Selker, T. (2013). "Roger that!" - The Value of Adding Social Feedback in Audio-mediated Communications. In *Proc. of IFIP TC.13 International Conference on Human-Computer Interaction 2013 (INTERACT '13)*, 471-488 (acceptance rate: 31%).
- [C1] Tsai, W.-C., Hsiao, J. C.-Y., Lee, H.-C., Huang, C.-H., Hu, J.-C., Liang, R.-H., and Hsu, Y.-J. (2013). Designing a Reminiscence Aid in Personal Soundscape. In *Proc. of International Association of Societies of Design Research 2013 (IASDR '13)*, 5150-5160.

### Posters, Workshop Papers, and Presentations

- [P9] Hsiao, J. C.-Y. and Dillahunt, T. R. (2021) More than Shared Ethnicity: Shared Identity's Role in Transnational Newcomers' Trust in Local Consumer-to-Consumer E-commerce. In *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2021 (CHI EA '21)* (Presenter).
- [P8] Hsiao, J. C.-Y. (2019) Fostering Immigrants' Trust in Online Local Social Exchange. Presented at *The 22nd ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '19)*, Doctoral Consortium (Presenter).
- [P7] Haimson, O. L., Semaan, B., Dym, B., Hsiao, J. C.-Y, Herron, D., and Moncur, W. (2019) Life Transitions and Social Technologies: Research and Design for Times of Life Change. Workshop at *The 22nd ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '19)*.
- [P6] Hsiao, J. C.-Y., Dillahunt, T. R. (2017) Detecting Life Changes: Increasing Opportunities to Benefit from People-Nearby Applications. In *Proc. of The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2017 (CHI EA '17)*, 1700 - 1707 (Presenter).
- [P5] Hsiao, J. C.-Y., Pan, M.-H., Wang, H.-C., and Hsu, Y.-J. (2015) Let's Solve It Together: Introducing Crowd Workers to Friendsourcing for Improving Creative Design. Presented at *The Taiwan Computer-Human Interaction Workshop 2015 (Tai-CHI '15)* (Presenter).

- [P4] Hsiao, J. C.-Y., Pan, M.-H., Wang, H.-C., and Hsu, Y.-J. (2015). The Price of the Priceless: Understanding Estimated Costs of Work in Friendsourcing. In *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2015 (CHI EA '15)*, 1893-1898 (Presenter).
- [P3] Tsai, W.-C., Lee, H.-C., Hsiao, J. C.-Y., Liang, R.-H., and Hsu, Y.-J. (2013). Framing Design of Reminiscence Aids with Transactive Memory Theory. In *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2013 (CHI EA '13)*, 331-336.
- [P2] Tsai, W.-C., Hsiao, J. C.-Y., Lee, H.-C., Huang, C.-H., and Hsu, Y.-J. (2012). In Search of Lost Sounds: Designing a Reminiscence Aid in Everyday Soundscape. Presented at *The ACM conference on Designing Interactive Systems 2012 (DIS '12)*.
- [P1] Hsiao, J. C.-Y., Jih, W.-R., and Hsu, Y.-J. (2012). Recognizing Continuous Social Engagement Level in Dyadic Conversation by Using Turn-taking and Speech Emotion Patterns. Presented at *AAAI '12 Activity Context Representation Workshop (ACR '12)* (Presenter).

### Unpublished Theses and Research Reports

- [U4] Hsiao, J. C.-Y. (2021). Online and Offline Adaptation among Transnational Newcomers: Technology-mediated Social Exchange and Trust Development. *Dissertation*, School of Information, Univ. of Michigan.
- [U3] Hsiao, J. C.-Y. (2018). Social Network Matters: Opportunities for Technologies to Support Immigrants' Jobseeking. *Field Prelim*, School of Information, Univ. of Michigan.
- [U2] Hsiao, J. C.-Y. (2017). Can People-Nearby Applications Benefit Newly-Arrived Immigrants? An Exploratory Study. *Pre-candidacy research paper*, School of Information, Univ. of Michigan.
- [U1] Hsiao, J. C.-Y. (2012). Assessing Engagement in Conversation by Hierarchically Decomposing Emotion and Interaction. *Master's Thesis*, Dept. of Computer Science and Information Engineering (CSIE), Natl. Taiwan Univ.

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## RESEARCH PROJECTS

Exploring Information Needs Sparked by Email

**Research Leader**

Summer 2020

Exploring email-inspired information needs by conducting a series of mixed-method field studies, which included a two-week diary study with 50 participants, and three online surveys with 500+ respondents.

Designing Next-Generational Employment Tools for Underserved Job Seekers

**Research Leader**

Fall 2018 - Summer 2021

Designing, deploying, and investigating novel employment tools' influences on resource-constrained job seekers' job search.

Designing Social Technologies to Support Newly Arrived Immigrants' Adaptation

**Research Leader**

Summer 2016 - Summer 2021

Exploring socio-technical factors that affect recent immigrants' engagement in using social applications to interact with ethnically mixed user communities, and designing technology interventions that address these factors.

Investigating Factors Influencing Participation in the Sharing Economy

**Research Assistant**

Fall 2017 - Spring 2018

Examining the effects of online trust, demographics, and digital literacy on people's participating in the digital sharing economy.

Discovering People-Nearby Applications' Potential Benefits for People who Face Life Transitions

**Research Leader**

Fall 2015 - Spring 2016

Studying how people who are new to an area use people-nearby applications' (PNAs) to develop social capital and what are the concerns associated to their use.

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## HONORS

University of Michigan

Ann Arbor, MI, USA

**Rackham Candidate Research Grant**

2021

Was granted \$3,000 for conducting research on the project that explores immigrants' social technology use for adaptation.

Graham Sustainability Institute, University of Michigan	Ann Arbor, MI, USA
<b>Dow Sustainability Doctoral Fellowship</b>	2020
Was granted \$15,000 for research on designing social technologies to support immigrants' adaptation and local communities' sustainability; Only ten UM doctoral candidates were granted with the fellowship.	
University of Michigan	Ann Arbor, MI, USA
<b>Rackham Pre-candidate Research Grant</b>	2016
Was granted \$1,500 for conducting research on the project that explores immigrants' social technology use for adaptation.	

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## PROFESSIONAL SERVICES

### Professional Events & Activities

<i>ACM MobileHCI 2019</i>	09/2017 – 10/2019
Student Volunteer Chair	
<i>Taiwan CHI 2015</i>	01/2015 – 07/2015
Organizing Committee	
<i>OpenHCI Workshop 2014 (student-organized workshop on HCI in Taiwan)</i>	01/2014 – 07/2014
Steering Committee	
<i>OpenHCI Workshop 2013</i>	01/2013 – 07/2013
Program Chair	
<i>OpenHCI Workshop 2011</i>	01/2011 – 07/2011
Registration and Volunteer Chair	

### Social Events & Activities

<i>Univ. of Michigan, School of Information</i>	08/2018 - 07/2019
Doctoral Committee - Student Representative	
<i>First Taiwan Night at CSCW</i>	2019
Organizing Committee	
<i>Annual Taiwan Night at CHI</i>	2015 - 2018
Organizing Committee	

### Mandatory Military Service

<b>Company Chief Consultant (Second Lieutenant)</b>	Taiwan
	2013 – 2014
Handled psychological consulting, human resources management, and welfare of a military company with 40+ members	

### Peer Reviewer

ACM CHI 2017 - 2021; ACM CSCW 2017 - 2022; ACM DIS 2021; ACM MobileHCI 2018 & 2019; ACM TEI 2017

### Conference Student Volunteer

ACM CSCW 2018, 2019; ACM COMPASS 2018; ACM CHI 2017

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## TEACHING EXPERIENCE

### Teaching Assistant/Graduate Student Instructor

<i>School of Information, Univ. of Michigan</i>	Winter 2018
SI-622: Usability Testing	
Instructor: Prof. Joyojeet Pal	
<i>School of Information, Univ. of Michigan</i>	Fall 2017
SI-501: Contextual Inquiry	
Instructor: Prof. Kentaro Toyama	
<i>Dept. CSIE, Natl. Taiwan Univ. &amp;</i>	
<i>Dept. Design, Natl. Taiwan Univ. of Tech. and Sci.</i>	Spring 2013
Advanced Human-Computer Interface/User-Oriented Innovation Design	
Instructor: Prof. Hsien-Hui Tang & Prof. Mike Y. Chen	
<i>Dept. CSIE, Natl. Taiwan Univ.</i>	Fall 2011
Introduction to Computer Science	
Instructor: Prof. Jane Yung-Jen Hsu	

### Student Coach

<i>OpenHCI Workshop 2011</i>	07/2011
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## SPEAKING ENGAGEMENT

### Invited Panelist

*TAICHI x CSCW Online Interview Room*

Taiwanese Association of Comp.-Hum. Interaction  
08/2021

### Invited Speaker

*SI699: Mastery User Experience Research and Design*

School of Information, Univ. of Michigan  
12/2019

### Lightning Speaker

*iDEI: Talks at the Intersection of Information, Diversity, Equity & Inclusion*

Univ. of Michigan  
10/2018